High Sick Leave Consumption
Metro Animal Services
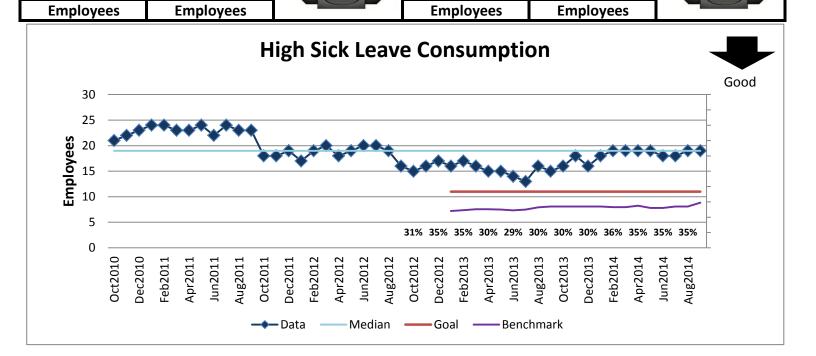
LouieStat

KPI Owner: Stephanie Moore   **Process: Time & Attendance**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12 Average of 22 Employees Goal: Reduce the number of employees with high sick leave consumption to 11 Benchmark: 15%	Data Source: Psoft Payable Time Goal Source: Dept Management Team Benchmark Source: OPI Internal Study ('13)	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period Why Measure: Promote a culture where sick time is used appropriately Next Improvement Step: Educate stakeholders

How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Average		Sep2014 Goal	Sep2014 Actual	
11	**18**	🔴	**11**	**19**	🔴
Employees	Employees		Employees	Employees	

High Sick Leave Consumption

Good

Legend: Data — Median — Goal — Benchmark

Benchmark percentages along bottom: 31% 35% 35% 30% 29% 30% 30% 30% 36% 35% 35% 35%

The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.